

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Public Inquiry on Service  
Performance Dashboard

Docket No. PI2022-2

PUBLIC REPRESENTATIVE COMMENTS

(March 18, 2022)

I. INTRODUCTION

The Public Representative hereby responds to Order No. 6104.<sup>1</sup> In that order, the Commission initiated this proceeding and “seeks public input with respect to the service performance dashboard, as well as other questions pertaining to data accessibility and usability.” Order No. 6104 at 1.

II. BACKGROUND

The Commission is developing a new online service performance dashboard that provides visual data and interactive tools. Order No. 6104 at 3-4. The Commission states that the service performance dashboard focuses on select products national-level service performance results and the dashboard does not have the capability to visualize geographic data, such as regional or ZIP Code level service performance results. *Id.*

III. COMMENTS

The Public Representative believes that District-level service performance reporting (where possible) is more meaningful to the general public over national-level service performance reporting. To make the District-level service performance data

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<sup>1</sup> Notice and Order Providing an Opportunity to Comment on the Service Performance Dashboard, February 10, 2022 (Order No. 6104).

more meaningful to the general public, a key that shows how their ZIP Code is grouped by District would also enhance the usefulness of the data. Under the Commission's rules pertaining to periodic reports, the contents of the Postal Service's quarterly service performance reports for most Market Dominant products, include Postal Service District-level service performance reporting.<sup>2</sup>

**Service Performance Dashboard "Home" tab.** In general, the Public Representative believes that the fewer user-actions needed and the fastest method to convey "the big picture" enhances the user experience.<sup>3</sup> The main messages on the "Home" tab are in the text below the large PRC logo. However, due to the size of the font and the size of the PRC logo, the user-has to expend more effort by scrolling down for the description/main points of the "Home" tab. The Public Representative suggests that more substantive information be included on the first entry "Home" tab user-view.

Closer to the bottom of the "Home" tab information, the user has options to click on "Dashboard Contents" and the first option is "USPS Service Performance Results for all Market Dominant Product Components." After clicking on this first option link, the user is then sent to a page that shows a row of numbers (where the Table column headers are not visible on the page and the user has to scroll up to see the meaning of the columns and the numbers in those columns). By clicking on the links in the "Dashboard Contents" section of the "Home" tab, the user ideally would be able to understand the meaning of the data presented without having to scroll up to understand or get the/any relevant information.<sup>4</sup> In the "Additional Resources" section of the "Home" tab page, the Public Representative recommends also including a web page

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<sup>2</sup> 39 CFR § 3055.31(b) The class or group-specific reporting items specified in § 3055.45 through §3055.70. See the United States Postal Service quarterly service performance reporting under the Commission's rules pertaining to periodic reports, 39 C.F.R. §3055, PDF file "USPS\_CoverLetter\_QuartPerf\_FY22\_Q1.pdf," folder "QuatPerf\_FY22\_Q1," Zip file "FY2022 Q1 SPM Reports.zip," February 9, 2022.

<sup>3</sup> The United States Postal Service Office of Inspector General service performance dashboard home page has a very effective presentation and options for the user to determine the "big picture." See <https://www.uspsoig.gov/service-performance>. Including mapping capabilities and summary tables (areas of concern/high performance by district level) would increase the usability and functionality of the Commission's service performance dashboard.

<sup>4</sup> For the other links under the "Dashboard Contents" section of the "Home" tab, after clicking on those links, the user is directed/sees the Commission's logo and address rather than the service performance data for that type of mail.

direct link to the Postal Service's Annual Compliance Report Library Reference (29) that contains the service performance results.<sup>5</sup>

**Service Performance Dashboard "All Market Dominant Products" tab.** It appears that the service performance composite results in the bar graph are from the Postal Service's Annual Report to Congress,<sup>6</sup> this source/resource does not appear in the "Additional Resources" section of the "Home" tab or in the data ("LibraryReferenceLink" column) that is downloaded (on/from the "All Market Dominant Products" tab).<sup>7</sup> The Public Representative suggests adding a link to the Postal Service's Annual Report to Congress for the Composite service performance measures (if applicable) on the bar graph itself.

**Service Performance Dashboard "Marketing Mail" tab.** On the Marketing Mail graph, the acronyms "HDSL" or "HDSF" should be defined as the general public may not know the meaning of these acronyms.

**Service Performance Dashboard "Scrolling Over to Obtain Additional Information"** option on all tab graphics. The Public Representative, in general, suggests that fewer user-required actions be required to obtain important information related to the graphs. Additionally, the "target" scroll over option does not appear to work well or consistently across all graphs. For some graphs, the pop-up message (when hovering over the graph target line) that appears is "Target: undefined" and for others, it took multiple user clicks for the target to appear in a pop up text box.<sup>8</sup>

**Service Performance Dashboard Quarterly Volume Graphics on all Mail-Specific Tabs.** The graphics representing quarterly volume appear to be missing the fiscal year quarter labels (on the x-axis) and volume values (on the y-axis scale).

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<sup>5</sup> Users may not desire to download any data. The url for the Postal Service's ACR service performance data is included in the dataset when the user clicks on the download data option.

<sup>6</sup> See Docket No. ACR2020, Library Reference USPS-FY20-17, December 29, 2020, *United States Postal Service Fiscal Year 2020 Annual Report to Congress* at page 33 (revised May 14, 2021).

<sup>7</sup> In the downloaded data created on the "All Market Dominant Products" tab, there is no product identified as a "composite score."

<sup>8</sup> For example, on the "Package Services" tab, the graph labeled "Package Services Class-Level Data," for the Bound Printed Matter Flats Target graph line, the pop-up text box was "Target: undefined." On this same graph, despite multiple clicks on the Target graph line for Bound Printed Matter Packages, a pop-up box did not appear.

**Presentation/Contents/Labeling of Downloaded Data** (CSV files created/options on all Dashboard tabs). There are several areas as that relate to data clarity, documentation and interpretation in the downloaded data that potentially could be enhanced or improved. To reduce the likelihood of misinterpreting the service performance data source, the Public Representative recommends adding “USPS” (e.g., the current label “Internal Performance Measurement System” in the “measurementSystem” column could be interpreted as PRC Internal).

The word “missing” appears in a number of column rows, “missing” could be interpreted as some type of failure in the downloading process. If a more precise term, such as “not rated” or “not applicable” or a better descriptor rather than “missing” alone can be used where it applies, the user would have a better understanding of the meaning of the lack of data in those columns and rows.<sup>9</sup>

In column J of the downloaded datasets, the label over the column reads “pointsFromTarget”; consider adding the word “percentage.” In the “All Market Dominant Products” downloaded file, Special Services are included. The “deliverySpeed” column row values include “missing.” For Special Services, the service performance target should be specified and explained somewhere in the downloaded file. There appears to be either a calculation error or duplicate rows for 2019 Ancillary Services and 2020 Ancillary Services included in the “All Market Dominant Products” downloaded file.<sup>10</sup>

The negative values for when service-performance exceeds the target are not intuitive/easily interpreted and the Public Representative recommends adopting a different style of presentation for when service performance exceeds the target.

The Public Representative respectively submits the foregoing comments for the Commission’s consideration.

M. Boudreault, Public Representative

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<sup>9</sup> Column D of the downloaded datasets is labeled “deliverySpeed.” It may not be clear to the general public why “deliverySpeed” would be “missing.”

<sup>10</sup> See cells I95-I97 and I104-I106.

